



GSA PBS Customer Forum

Hosted by the
Office of Portfolio Management and Customer Engagement

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PBS Customer Dashboards

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*Instant access to your project and financial information,
available in real time, accessible anywhere*

Presented by

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What is the PBS Customer Dashboard?

Operational view of your occupancies, projects, rent and RWAs

- Project and RWA Status
- Point of Contacts
- Funding, Obligations, Balance
- Key Dates and Milestones
- Occupancy Planning Timeline
- Map of Occupancies & Projects

Portfolio or Project-Level Views; filter and slice the data by:

- Bureau
- Project Type
- Funding Type
- Size (SF or Funding)
- Current Phase or Key Dates
- Location

Easy Access

Meaningful Information

Reliable Data

Easy Access

- Online resource thought D2D
 - Do you have an OMB Max account?
 - You can register now and be a step ahead when we go live!
<https://max.omb.gov/>
 - Access will be provided through <https://d2d.gsa.gov>
- Can control access based on user
 - Access will be controlled by customer contacts at the Agency and Bureau level
 - Anyone who has access will be able to view all dashboard pages and sections
- Self-service - push vs. pull of information
 - Constant access to project information, trends, and raw data downloads
 - Reduce manual burden of shaping static data into actionable trend formats
 - Export data (you can do everything you want)

Reliable Data

- Collaboration between all PBS Business Lines
- Data is taken directly from PBS Systems
- Collaboration tool - same view at the same time, GSA and customers, communication mechanism
- Unified view (same data across regions)
- Increased trust in accuracy and currentness of data due to consistent 'source of truth'

Meaningful Information

- Meaningful Information
 - Providing access to the 4 most requested data sets
 - Rent
 - RWAs
 - Occupancy Agreements
 - Projects
- Holistic view of your interactions with PBS - you can see your occupancies, projects, and RWAs in one place.
- User Guide includes links to resources, including policy and how to information

Demonstration of Staging Data



My Occupancies



My Rent



My Projects



My RWAs

What to Expect

- July
 - Complete dashboard and quality assurance
 - Initiate and test access protocol
- September - Early FY19
 - Customer access, training, guidance
- On going after **Go Live**
 - User feedback
 - Engagement in dashboard future development
 - Strategy to continue to evolve dashboard

*Thank you to those who have provided feedback on the prototype!
Your input greatly influenced this product.*

Questions?

PBS Customer Dashboard

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